



# What's eWay, You Say?

**eWay** is the City's intranet-based employee self-service system that provides employees the opportunity to access, view and update their personal information, certain payroll information, and view and enroll in benefits online. **eWay** is a user-friendly and secure system using state-of-the-art technology!

## Accessing eWay is Easy!



1. **Access** the City's Intranet site at <http://www.csj.gov/>
  - ⇒ The Intranet can only be accessed from a computer with access to the City's server.
2. **Click "eWay"** under the Quick Links menu on the CSJ Intranet Homepage <http://www.csj.gov/>.
3. **Click "eWay"** on the eWay Landing page.
4. **Enter your User ID and Password** on the Login screen.
  - ⇒ User ID = Employee ID #
  - ⇒ Temporary Password = First four letters of your last name (use all caps) and the last four digits of your social security number.  
**Example:** John Anderson = **ANDE4321**
  - ⇒ If your last name is less than four letters, use all letters of your last name (use all caps)  
**Example:** Amy Ng = **NG6789**

### Important Password Information

- ⇒ First-time Users: Change your temporary password the first time you login.  
(See instructions below.)
- ⇒ Make sure to keep your password confidential.
- ⇒ You will be prompted to change your password every 90 days.
- ⇒ If you forget your password or it is not working, follow the instructions on the back page to re-set your password.

5. **Select "Self Service"** & choose from the options below.



**Select "Personal Information"** to review/edit your home and mailing address, emergency contacts, email address, and phone number(s).



**Select "Payroll and Compensation"** to review your current and prior paychecks; change your tax withholdings; review leave balances (i.e., sick, vacation, personal, executive); and request a reissue of your W-2 statement.



**Select "Benefits"** to review your benefits enrollments; change your deferred comp deferral amounts; and change your beneficiaries.

### Changing Your Password

1. Select "Change My Password" from the menu.
2. Enter your password information. Click "Change Password".

Need help with **eWay**?

- Click [UPK Online Training](#) on the eWay Landing Page for online tutorials
- Email [helpdesk@sanjoseca.gov](mailto:helpdesk@sanjoseca.gov) or call **793-6900**



# Employee Access to eWay from Work or Home

With the integration of CityJobs and eWay, employees can now access eWay from work or home! Instructions for accessing eWay from work and home are included below.



## WORK ACCESS

Employees can access eWay **at work** by selecting the eWay link on the City's Intranet at <http://www.csj.gov/eway>

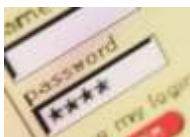
1. **Select** the **eWay** link on the City's Intranet.
2. Click the hyperlink to **eWay**.
3. **Enter** your **eWay ID** (employee ID) and **password**.
4. Click **Self Service** > **Benefits** > **Benefits Enrollment** to enroll in your benefit plans.



## HOME ACCESS

Employees can access eWay **from home** through the eWay employee portal. Employees will need to enter their work computer network User ID and password. **Please note:** Employees who do not have a work computer network User ID and password will need to contact their HR Matrix Analyst.

1. **Access** the **eWay** employee portal at <https://connect.sanjoseca.gov>
2. **Enter** your **work computer network User ID and password**. ID Example: john.smith.
3. **Select** the **Login** button. Note: Depending on your internet browser setting, you may receive different alerts. If your ActiveX is not turned on, **click** the **OK** button to activate. If you do not have ActiveX installed, follow the instructions to download and install ActiveX.
4. **Select** the **eWay** icon.
5. **Enter** your **eWay ID** (employee ID) and **password** when the PeopleSoft sign-on screen appears.
6. Click **Self Service** > **Benefits** > **Benefits Enrollment** to enroll in your benefit plans. If you have trouble viewing the menu on the left-hand side, click "refresh" on the top menu bar of your web browser.



## E-WAY/PEOPLESOFT PASSWORD HELP

Employees can reset their eWay/PeopleSoft password from work at CityPass at <https://citypass.sjcity.net/secure/>

## NETWORK LOGIN/EMPLOYEE PORTAL HELP

If you have access problems, contact the **HelpDesk** at (408) 793-6900 or [helpdesk@sanjoseca.gov](mailto:helpdesk@sanjoseca.gov) . **Hours:** Monday - Friday, 7:30 a.m. - 5:30 p.m.

## BENEFITS ENROLLMENT HELP

If you need help enrolling in your benefit plans, contact **Employee Benefits** in Human Resources at (408) 535-1285 or by emailing [benefits@sanjoseca.gov](mailto:benefits@sanjoseca.gov). **Hours:** Monday - Friday, 8:00 a.m. - 5:00 p.m.